

Privacy Policy

Policy Number	POL-004
Version	1.0
Status	Approved
Policy Owner	Club Secretary
Approved By	Annual General Meeting
Effective Date	29 July 2026
Next Review	29 July 2027

1. Purpose

Belconnen Ramblers Basketball Club ("Ramblers", "the club", "we", "us") is committed to protecting the privacy of our members, players, and families. This policy explains how we collect, use, store, and protect personal information.

Ramblers complies with the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) to the extent they apply to the club.

2. Scope

This policy applies to all personal information collected by Ramblers Basketball Club about members, players, parents, guardians, coaches, volunteers, and website visitors.

3. Information We Collect

3.1 Membership and Registration

When registering as a member or player, we collect:

- Full name, date of birth, gender
- Contact details (address, phone, email)
- Parent or guardian details for junior players
- Emergency contact information
- Medical information relevant to participation and safety
- Payment information for registration fees

3.2 PlayHQ Registration Platform

Player registration is managed through PlayHQ, the Basketball Australia registration platform. Information collected through PlayHQ is also subject to Basketball Australia's privacy policy. PlayHQ collects player profiles, team allocations, game statistics, and payment records.

3.3 Website

When you visit ramblers.net.au, we may collect standard web analytics data including IP addresses, browser type, and pages visited for the purpose of improving the website. Cookies are used as outlined in the Website Privacy Policy at ramblers.net.au/website-privacy-policy/.

3.4 Photography and Video

We may take photographs and videos at club events and games for club communication purposes. We obtain consent from parents or guardians for use of images of junior players (see POL-021 Social Media Policy).

4. How We Use Personal Information

We use personal information to:

- Administer memberships and player registrations
- Communicate with members about club activities, team news, and updates
- Process fee payments and administer financial records
- Ensure the safety and welfare of participants, particularly children
- Meet our obligations to Basketball ACT and Basketball Australia
- Comply with legal obligations
- Conduct club events, competitions, and programs

5. Disclosure of Personal Information

We do not sell or trade personal information. We may share information with:

- Basketball ACT and Basketball Australia for registration and insurance purposes
- Coaches, team managers, and committee members in the normal course of club operations
- Third-party service providers necessary for club operations (e.g., payment processors, PlayHQ), bound by confidentiality obligations
- Law enforcement or regulatory authorities where required by law

6. Data Storage and Security

Personal information is stored in:

- The PlayHQ platform (managed by Basketball Australia)
- Microsoft 365 (SharePoint and Teams), hosted on Microsoft's secure cloud infrastructure
- Club-maintained records accessible only to authorised committee members

We take reasonable steps to protect personal information from misuse, loss, and unauthorised access.

Committee members with access to personal data are expected to treat it with confidentiality and in accordance with this policy.

7. Retention

We retain personal information for as long as it is needed for the purposes for which it was collected, or as required by law. Financial records are retained for a minimum of seven years in accordance with taxation obligations.

8. Access and Correction

Members have the right to request access to personal information we hold about them, and to request corrections. Requests can be made by contacting the Club Secretary. We will respond within 30 days.

9. Complaints

If you believe we have breached your privacy, please contact the Club Secretary in the first instance. If the matter is not resolved, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

10. Contact

Contact	Email
Club Secretary	secretary@ramblers.net.au
Club President	president@ramblers.net.au